

# Your Guide to Ordering Publications from myFULFILLMENT.wa.gov

REVISED 10/21/11



*The steps in this booklet are designed to help you navigate the online publications ordering process. If you have trouble using these directions or need additional help, please contact **Desiree' Rosenberg**, SHIBA Publications Coordinator, at [desireer@oic.wa.gov](mailto:desireer@oic.wa.gov) or 360-725-7157.*

## Step 1:

Click the link for the Washington State Department of Enterprise Services:

<https://prtonline.myprintdesk.net/DSF/Companies/myFULFILLMENT/storefront.aspx?SITEGUID=1ec29a2b-ab92-4913-9730-8c9421964cdd>

Click the link "Click here to register!"

The screenshot shows the homepage of the myFULFILLMENT.wa.gov website. The header includes the text "THE WASHINGTON DEPARTMENT OF ENTERPRISE SERVICES" and "Shop, Order & Ship". The main navigation bar contains "Home" and "Cart (0) :: Contact Us ::". The central content area features a large blue banner with the text "Welcome to myFULFILLMENT.wa.gov formerly called the General Store". Below this banner, a section titled "New features include:" lists three bullet points: "Handy search tool", "Upgraded security (you may need to register if you are new)", and "Same login as myPRINT.wa.gov (if you already use myPRINT.wa.gov)". It also provides instructions on how to use the search tool and shop by agency. On the left side, there is a "Login" section with fields for "Login Name:" and "Password:", a "Remember User Name" checkbox, and a "Login" button. Below the login section, a purple arrow points to the link "Click here to register!". There is also a "Forgot your password?" link. At the bottom left, there is a "Search" section with a dropdown menu set to "All" and a "Go" button. On the right side, there is a "Cart (0 Items)" section stating "Your Cart is Empty." and a "myPRINT Messenger" section with links to "Install Driver:" for "Windows (32Bit)", "Windows (64Bit)", and "Mac".

**THE WASHINGTON DEPARTMENT OF ENTERPRISE SERVICES**

**Shop, Order & Ship**

**myFULFILLMENT.wa.gov**

Home Cart (0) :: Contact Us ::

**Login**

Login Name:

Password:

☐ Remember User Name

Login

[Click here to register!](#)

[Forgot your password?](#)

**Welcome to myFULFILLMENT.wa.gov**  
formerly called the General Store

**New features include:**

- Handy search tool
- Upgraded security (you may need to register if you are new)
- Same login as myPRINT.wa.gov (if you already use myPRINT.wa.gov)

Use the Search tool to find items in the search box on the upper LEFT side of this screen

Or you may shop by Agency,  
Click on the word "Fulfillment" in the middle left side of this screen

**Search**

All

**Cart (0 Items)**

Your Cart is Empty.

**myPRINT Messenger**

Install Driver:

- [Windows \(32Bit\)](#)
- [Windows \(64Bit\)](#)
- [Mac](#)

## Step 2:

Enter the information requested and click Continue.

**\*\*The Organization Code is 1600.**

**Create an Account**  
To checkout, you must create an account.  
Already have an account? [Login here](#)

**Contact Information**  
*\* Indicates Required Field.*

\* First Name:

Middle Name:

\* Last Name:

## Step 3:

When you are logged in, click on “Fulfillment: by Agency.”

**Search**  
All  
  
Go

**Home**

- » [Books & Manuals](#)
- » [Calendars](#)
- » [Copy Services](#)
- » [Custom Printing](#)
- » [Envelopes](#)
- » [Forms \(Carbonless, etc\)](#)
- » [Fulfillment \(By Agency\)](#)
- » [Paper Only](#)

**Welcome to myFULFILLMENT.wa.gov**  
formerly called the General Store

**New features include:**

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Use the Search tool to find items in the search box on the upper LEFT side of this screen

Or you may shop by Agency,  
Click on the word “Fulfillment” in the middle left side of this screen

**Cart (0 Items)**  
Your Cart is Empty.

**Selected Print Center**  
**Washington State Department of Printing**  
Washington State Department of Printing  
7580 New Market ST SW  
Tumwater, WA 98501  
United States  
Tel: (360) 570-5555

**Hours Of Operation**  
Sun  
Closed  
Mon-Fri  
24 hours

## Step 4:

Then click on “SHIBA Helpline (OIC).”

**Search**

[« Home](#)  
**Fulfillment: by Agency**

- » [Arts Commission \(WSAC\)](#)
- » [Comm & Tech Colleges \(CTC\)](#)
- » [Criminal Justice Training](#)
- » [Early Learning \(DEL\)](#)
- » [Ecology \(ECY\)](#)
- » [Emergency Mgmt \(MIL\)](#)
- » [Employment Security \(ESD\)](#)
- » [Financial](#)
- » [General Administration \(GA\)](#)
- » [Health \(DOH\)](#)
- » [Higher Ed Coord Board \(HECB\)](#)
- » [Natural Resources \(DNR\)](#)
- » [Natural Resources \(Geology Division\)](#)
- » [Parks & Rec Boating Program](#)
- » [Parks and Recreation](#)
- » [Puget Sound Clean Air Agency](#)
- » [Revenue \(REV\)](#)
- » [Sentencing Guidelines](#)
- » [SHIBA Helpline \(OIC\)](#)
- » [Social & Health Svcs \(DSHS\)](#)
- » [State Library \(SEC\)](#)
- » [State Patrol \(WSP\)](#)
- » [Superintendent of Public Instr \(OSPI\)](#)
- » [Traffic Safety](#)
- » [Transportation \(DOT\)](#)
- » [Workforce Training](#)

**Fulfillment: by Agency**

View By:

Show:  11-20 of 26 [< Prev](#) [1](#) | [2](#) | [3](#) [Next >](#)

[Higher Ed Coord Board \(HECB\)](#)

[Natural Resources \(DNR\)](#)

[Natural Resources \(Geology Division\)](#)

[Parks & Rec Boating Program](#)

[Parks and Recreation](#)

[Puget Sound Clean Air Agency](#)

[Revenue \(REV\)](#)

[Sentencing Guidelines](#)

[SHIBA Helpline \(OIC\)](#)

**Cart (0 Items)**  
Your Cart is Empty.

**myPRINT Messenger**  
Install Driver:

- [Windows \(32Bit\)](#)
- [Windows \(64Bit\)](#)
- [Mac](#)

**Selected Print Center**  
**Washington State Department of Printing**  
Washington State Department of Printing  
7580 New Market ST SW  
Tumwater, WA 98501  
United States  
Tel: (360) 570-5555

**Hours Of Operation**  
Sun  
Closed  
Mon-Fri  
24 hours  
Sat  
Closed

**Current Print Center Time**  
7/15/2011 10:25:25 AM

## Step 5:

Now, you can do a search for the publication or find it by category.

Leave drop down at "All" when doing a search

**Search**

All

« [Home](#)

« [Fulfillment: by Agency](#)

**SHIBA Helpline (OIC)**

- » [Disability](#)
- » [Individual Coverage](#)
- » [Long Term Care](#)
- » [Managing Health Care](#)
- » [Medicaid/Childrens Hlth Insurance Program \(CHIP\)](#)
- » [Medicare](#)
- » [Medicare Supplements and Medicare Health Plans](#)
- » [Medicare/Medicaid Fraud and Abuse](#)
- » [Prescription Drugs](#)
- » [SHIBA Helpline General Information](#)

### SHIBA Helpline (OIC)

**View By:**

[Disability](#)

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[Individual Coverage](#)

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[Long Term Care](#)

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[Managing Health Care](#)

---

[Medicaid/Childrens Hlth Insurance Program \(CHIP\)](#)

---

[Medicare](#)

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[Medicare Supplements and Medicare Health Plans](#)

---

[Medicare/Medicaid Fraud and Abuse](#)

---

[Prescription Drugs](#)

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[SHIBA Helpline General Information](#)

**Cart (1 Item)**

**1600-Federal Po...**

Qty: 10      \$0.00

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**Subtotal**      **\$0.00**

**Selected Print Center**

**Washington State Department of Printing**  
Washington State Department of Printing  
7580 New Market ST SW  
Tumwater, WA 98501  
United States  
Tel: (360) 570-5555

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**Hours Of Operation**

Sun  
Closed

Mon-Fri  
7:30 AM-5:00 PM

Sat  
Closed

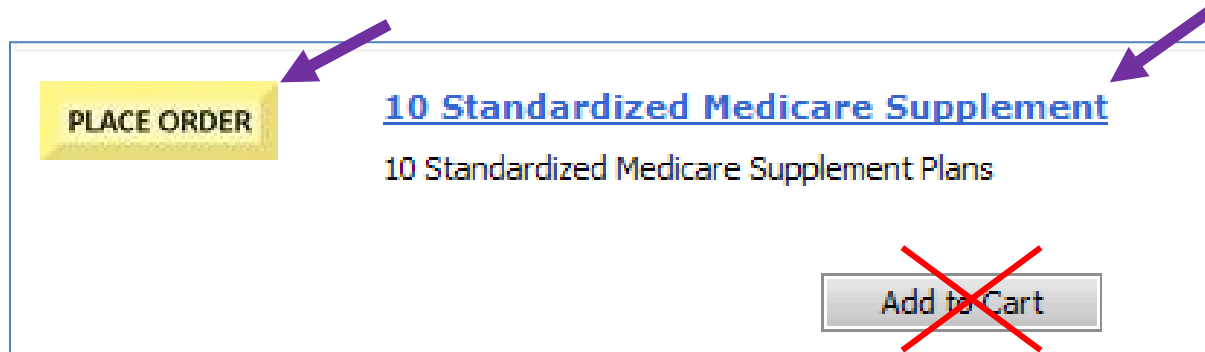
---

**Current Print Center Time**  
5/6/2011 7:09:21 AM

## Step 6:

Click on the publication you'd like to order.

- Click on the publication name or the Place Order button; do **NOT** use the Add to Cart button (if there is one).



**PLACE ORDER**

**10 Standardized Medicare Supplement**


10 Standardized Medicare Supplement Plans

~~Add to Cart~~

## Step 7:

Then enter the Quantity and click Add to Cart.

- Please make sure the Item No. (publication number) is correct before ordering – some publications can be ordered alone or as kits (Example: “My Medicare Options Workbook” can be ordered alone (SHP846) or as a kit (SHP846KIT) which includes an additional publication.)
- For more information about publication numbers, please review the [“SHIBA publication list with SHP numbers”](#) on My SHIBA.



**1600-Client Contact Report (CCR)**

Item No.:FFSHS504FR

Client Contact Report (CCR)

Client Contact Report (CCR)

Qty:

**Add to Cart**

Quantity Pricing	
Quantity	Pricing (per Unit)
1 or more	\$0.00

## Step 8:

You can either click “Continue Shopping” or follow the steps below to Checkout.

The screenshot shows a 'Shopping Cart' page. At the top right, there are two buttons: 'Continue Shopping' and 'Checkout »'. A blue oval highlights these buttons. On the left side, three purple arrows point to specific sections: the first points to the 'Requested Ship Date and Time' section, the second points to the 'Products' table, and the third points to the 'Recipients' section.

**Shopping Cart**

**Requested Ship Date and Time**

**Print Shop: Washington State Department of Printing**

Washington State Department of Printing  
7580 New Market ST SW  
Tumwater, WA 98501  
United States  
Tel:(360) 570-5555

Products	Quantity	Item Price	Item Total
<a href="#">1600-Federal Poverty Level Insert 2009</a> <a href="#">Remove</a> Item Name: 1600-Federal Poverty Level Insert 2009	<input type="text" value="10"/> <a href="#">Update Price</a>	\$0.00	<b>\$0.00</b>
<i>Freight costs are estimated and not actual. Your final bill will be based on state contract rates.</i>		Subtotal: \$0.00 Taxes: \$0.00 <b>Total: \$0.00</b>	

**Recipients** [Add Another Recipient](#)

**Recipient #1**

If you are ready to Checkout:

1. Fill in the Requested Ship Date and Time
2. Check the Products/Quantity to make sure everything is correct.

3. Enter Recipient information and Shipping Method.
  - a. Recommended shipping method: FedEx Ground.
  - b. Your address will automatically be populated as the Recipient.
    - If the publications needs to go elsewhere, delete your address and fill in the address of the appropriate recipient.
    - If this is an address you'll use often, click on the box "Save to My Address Book."

**Recipients** Add Another Recipient

**Recipient #1**

Please enter recipient information below.

First Name:  Address:

Last Name:

Organization:

Telephone:  City:

E-Mail Address:  State (Abbreviation only please):

Zip/Postal Code:  Country:

☐ Save to My Address Book

Method:

Delivery Instructions:

Clear Cart Continue Shopping Checkout » Save Changes

- c. If the publication needs to go to multiple recipients, click Add another recipient and enter the address(es) until the information is complete. After each address is entered, click "Save Changes."
- d. Then you will see a Quantity box for each recipient, enter the quantity to ship to each recipient and click "Update Price."

Recipients				Add Another Recipient
<b>Recipient #1</b> <a href="#">Edit</a> <a href="#">Remove</a>		<b>Items</b>	<b>Quantity</b>	
Desiree Rosenberg Insurance Commissioner, Office of the MS 40256 Tumwater, WA 98501 United States <b>Tel:</b> 360-725-7157 <b>E-Mail:</b> desireer@oic.wa.gov	Campus Mail	10 Standardized Medicare Supplement	<input type="text" value="6"/>	<a href="#">Update Price</a>
<b>Recipient #2</b> <a href="#">Edit</a> <a href="#">Remove</a>		<b>Items</b>	<b>Quantity</b>	
Desiree Rosenberg Insurance Commissioner, Office of the MS 40256 Olympia, WA 98504 United States <b>Tel:</b> 360-725-7157 <b>E-Mail:</b> desireer@oic.wa.gov	Campus Mail	10 Standardized Medicare Supplement	<input type="text" value="4"/>	<a href="#">Update Price</a>



4. Click Checkout.
5. Click Next.
6. Click Place My Order.

[Place My Order](#)

**Review Your Order**

1.

Payment

2.

Review

**Requested Ship Date and Time**  
5/9/2011 4:30:00 PM PDT

**Print Shop: Washington State Department of Printing**  
Washington State  
Department of Printing  
7580 New Market ST SW  
Tumwater, WA 98501  
United States  
Tel: (360) 570-5555

Products	Quantity	Item Price	Item Total
<b>1600-SHIBA HelpLine Rack Card</b>	200	\$0.00	\$0.00
<i>Freight costs are estimated and not actual. Your final bill will be based on state contract rates.</i>		Subtotal: \$0.00	
		<b>Total: \$0.00</b>	

**FINISHED!**

**Thank you for your order!**

[Print this page](#)
[Continue Shopping](#)

**Order Confirmation**

Order Number: 5848  
Requested Due Date: 5/9/2011 4:30:00 PM PDT  
Submitted on: 5/2/2011 8:41:45 AM PDT  
Submitted by: Desiree Rosenberg  
Tel: 360-725-7157

**Order Status: User approved**  
As of: 5/2/2011 8:41:45 AM PDT  
  
**Print Shop:** Washington State Department of Printing  
Washington State Department of Printing  
7580 New Market ST SW  
Tumwater, WA 98501  
United States  
Tel: (360) 570-5555

Products	Quantity	Item Price	Item Total
<b>1600-SHIBA HelpLine Rack Card</b>	200	\$0.00	\$0.00
<i>Freight costs are estimated and not actual. Your final bill will be based on state contract rates.</i>		Subtotal: \$0.00	
		<b>Total: \$0.00</b>	

View more tips on how to use the system on the next page!!

# TIPS

- The system is asking for credit card information – what do I do?
  - On the screen that is asking for your CC info – there should be a drop down that lets you choose “No charge.” This will allow you to complete the order without entering any CC info since Fulfillment orders are \$0.
- My full name and phone number shows up on the Order Confirmation sheet – does the client receive this information?
  - No, only the shipping information (client’s name/address) is on the packing slip that the client receives.
- Use the “Order Status” link to find information such as your order number, details of the order and the status.

